

## **Robinsons Bank - Balance Transfer Facility**

### Eligibility Requirements:

- The requester must be the principal Robinsons Bank Credit Cardholder (the “Cardholder”).
- The Robinsons Bank Credit Card must be in active and current status.
- The minimum Balance Transfer amount is Three Thousand Pesos (P3,000).
- The maximum requested Balance Transfer amount must not exceed eighty percent (80%) of the available credit limit.
- Not applicable to Robinsons Bank Corporate Credit Card.

### Terms and Conditions

1. Balance Transfer is a facility that allows Robinsons Bank Principal Credit Cardholder to transfer their outstanding credit card balances from their non-Robinsons Bank credit cards to their Robinsons Bank Credit Card. The approved Balance Transfer transaction is not eligible to earn Rewards Points.
2. The non-Robinsons Bank Credit Card must be in active and current status at the time of application.
3. The non-Robinsons Bank Credit Card must be issued under the same name of the Robinsons Bank Credit Cardholder.
4. Transferring of outstanding balance from one Robinsons Bank credit card to another Robinsons Bank Credit Card is not allowed.
5. The Cardholder must provide the following details of their non-Robinsons Bank credit card at the time of application:
  - Name of Bank/Credit Card issuer
  - Name appearing on the non-Robinsons Bank Credit Card
  - Credit Card Number
  - Term
  - Requested amount
6. Upon application, the Cardholder agrees:
  - a) To be bound by the Balance Transfer terms and conditions and the terms and conditions governing the issuance and use of the Robinsons Bank Credit Card. These Terms and Conditions are in addition to applicable Account Agreement and/or other rules that may apply to the Cardholder’s Account with the Bank.
  - b) That the application is based on the Cardholder’s instruction that he/she is applying for Balance Transfer and that the Cardholder has no implication on any establishment or credit card issuer.
  - c) That the Cardholder attests to the correctness of the details provided during application and agrees to the processing of such information for the purpose of evaluating and implementing Cardholder’s instructions. Robinsons Bank shall not be liable to any errors and/or damages resulting from its use and reliance to the information provided by the Cardholder during the application.
  - d) That this application serves as authority by the Cardholder to Robinsons Bank to initiate payment to non-Robinsons Bank credit card regardless of its outstanding balance.
  - e) To authorize (not to oblige) Robinsons Bank to contact and/or notify the Cardholder through SMS as to the status of his/her application.
7. A corresponding one-time processing fee shall be charged to the Cardholder’s account per approved application. The fee will be billed separately and appear in the next Electronic Statement of Account (the “eSOA”).
8. For applications submitted through the Robinsons Bank website:
  - a) Once submitted, it considered final. It is irrevocable and cannot be cancelled.
  - b) Only one application is allowed to be processed per cardholder, per day.

9. The Balance Transfer application shall be subject to verification and credit approval by Robinsons Bank.
10. Robinsons Bank has the absolute right to approve or reject Balance Transfer applications. In case of rejection, Robinsons Bank is of no obligation to notify the Cardholder and disclose the reason thereof.
11. It is the Cardholder's sole responsibility to:
  - a) Check the status of his/her application with Robinsons Bank and make available a portion of his/her credit limit to accommodate the full amount of his/her application.
  - b) Check if the approved amount is the same as his/her requested amount.
  - c) Check if the proceeds has been paid to his/her non-Robinsons Bank credit card.
12. If the Cardholder has insufficient credit limit at the time of the application:
  - a) The Cardholder may request for a lower amount if application is done through phone.
  - b) Robinsons Bank has the absolute discretion to approve a lower amount or decline the application without the need of informing the Cardholder if application is done through email.
13. In the event of Cardholder's delinquency with his or her non-Robinsons Bank credit card/s, the Cardholder shall hold Robinsons Bank free from any liability for over payment, interest charges and penalties that may be imposed by the non-Robinsons Bank credit card companies to the Cardholder as a result of:
  - a) Rejected application;
  - b) Failure or delay by Robinsons Bank in making the payment on or before the due date;
  - c) Partial payment due to insufficient credit limit;
  - d) Rejected Balance Transfer payment by Robinsons Bank to non-Robinsons Bank credit card companies.
14. In the event the Bank approves the application, the total Balance Transfer amount shall be subject to the Balance Transfer Terms and Conditions ("Terms and Conditions") and all applicable conditions under the Terms and Conditions governing the issuance and use of the Robinsons Bank Credit Card and all related provisions of the Robinsons Bank Internal Installment Program.
15. The Cardholder shall continue to pay the total outstanding balance or the minimum amount due on his/her non-Robinsons Bank credit cards until the Balance Transfer application is approved and the requested amount has been paid to his/her non-Robinsons Bank credit card.
16. Once the Balance Transfer application is approved:
  - a) It is irrevocable and cannot be cancelled;
  - b) Robinsons Bank shall pay the non-Robinsons Bank credit card based on the approved Balance Transfer amount.
  - c) The principal amount and one-time processing fee shall be deducted from and must not exceed the Cardholder's available credit card limit;
  - d) The monthly amortization shall be based on the principal amount divided by the chosen term and shall form part of the total outstanding balance due in the Cardholder's eSOA.
  - e) That the Balance Transfer proceeds is intended solely to pay the non-Robinsons Bank credited card (applied for) and cannot be converted to cash or exchange to any item or service.
  - f) The Cardholder agrees to pay at least the Minimum Amount Due.
  - g) The monthly amortization including other transactions, if there is any, shall form part of the Total Amount Due and shall be included in the computation of Minimum Amount Due for each eSOA.
17. The one-time processing fee is subject to change in accordance with the prevailing market rates under the same Terms and Conditions. Provided that the Cardholder shall be informed of the prevailing fee at the time of application.
18. If the Cardholder pays the minimum amount due or portion of the total amount due, the account shall be subject to computation of Finance Charge and any applicable fees and charges.

19. If the Cardholder requested for cancellation or pre-termination (payment acceleration) of the approved Balance Transfer application, the Bank reserves the right to charge the Cardholder an Installment Termination Service Fee of five percent (5%) of the remaining Balance Transfer principal amount. The remaining installment balance shall be billed in full in the next eSOA together with the Installment Termination Service Fee.
20. Any over limit amount due to the billing of the monthly amortization or billing of the monthly amortization together with the one-time processing fee shall be subject to over limit fee.
21. In cases of suspension or cancellation of the Robinsons Bank Credit Card, due to breach in the Terms and Conditions governing the issuance and use of the Robinsons Bank Credit Card, the Bank shall render the outstanding balance of all approved Balance Transfer application due and demandable without the need of informing the Cardholder.

#### Data Privacy Compliance

1. The Cardholder acknowledge and accept that, the Bank: (a) may use, collect and process technical data and related information that identifies your mobile device, including but not limited to your mobile unique device ID, operating system, application software, and peripheral hardware; (b) may collect, use and process your personal data/information in relation to services and facilities covered under this Terms and Conditions; (c) there is disclosure of Cardholder's personal, sensitive personal, and financial information (hereafter, the "Disclosed Information") to our Affiliates or Participants or such other third party or their sub-processors exclusively for the purpose of providing and facilitating our services under this Terms and Conditions in accordance with these terms and conditions and our Privacy Consent and Notice (PCN). Such disclosure and use of information may be necessary or inevitable for the purposes of giving effect to any Electronic Instruction from you and/or facilitate or enable your use of the said services. Failure to allow such disclosure, access to or use of your Information may result in our inability to provide the services covered in this Terms and Conditions.
2. In the event the Cardholder provide personal, sensitive personal and financial information, relating to third parties, cardholder: (a) confirm that he/she has obtained his/her consent or are otherwise entitled to provide this information to us and for us to use it in accordance with its transaction with us; (b) agree to ensure that the personal, sensitive personal and financial information of the said third parties is accurate; and (c) agree to update us in writing in the event or any material change to the said personal, sensitive personal and financial information.
3. Our authority to collect, use or disclose the Disclosed Information as set out in paragraph 1 of this Section shall survive the termination of the services covered under this Terms and Conditions insofar as such continued collection, use or disclosure of the Disclosed Information remains necessary to fulfill any and all legal obligations the Bank or Cardholder may have relative to the prior provision of services to the latter, to fulfill any legitimate interests of the Bank, to comply with existing laws and regulations, the protection of the Bank's lawful rights and interests in legal proceedings and/or in the establishment, exercise or defense of the Bank's legal claims. Our rights and abilities in paragraph 1 of this Section shall be in addition to and without prejudice to our other rights of disclosure pursuant to the Terms and Conditions, Privacy Consent and Notice (PCN), and Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.
4. The Cardholder agree that he/she has full and sole responsibility over the truthfulness and accuracy of the personal data it will provide us in relation to the services covered under this Terms and Conditions. Neither we nor any of our personnel shall be liable for any loss or damage suffered by the Cardholder or any user as a result of any disclosure of any information which the Cardholder has consented to us to collect, use or disclose for the purposes provided in this Section or where such collection, use or disclosure is allowed under the applicable laws in the Philippines.